



Environmentally Preferable Products Purchasing Program Case Study

Remanufactured Toner Cartridges

The Department of Revenue (DOR)

DOR switches to remanufactured printer toner cartridges in FY13 after their staff gives the “thumbs up” to test results.

The Story

Encore Images, a vendor for remanufactured toner cartridges on State Contract OFF32, engaged the Department of Revenue (DOR) to test some of their locally produced cartridges, which they believe performs as well as OEM (original equipment manufacturer) toners. The Director of Procurement tested the Encore cartridges in her Department and was “very pleased with their performance”.

They then worked closely with their IT Department to test cartridges in other printers. The IT Department was also “pleasantly surprised” that the toners were of such high quality due to past performance issues with remanufactured cartridges in general. Ultimately, the IT department supported the procurement decision to switch.

According to the vendor reports tracked quarterly by OSD, DOR reportedly spent 39% of its toner budget on remanufactured cartridges as compared with OEM in FY2012. However, since conducting tests of remanufactured products with Encore, DOR states that their purchases “have increased dramatically.” Their success has not only come from a partnership between the Procurement Department, the IT Department, and the Vendor, but also from vast improvements in performance and quality of remanufactured toner cartridges. Today, almost all of the printer equipment at DOR uses Encore Images remanufactured toner cartridges.

Agency Profile

DOR is responsible for collecting the revenues required to support the business of the Commonwealth, to make a difference in the lives of children by enforcing the financial responsibilities of parenthood, and to assist Massachusetts cities and towns in sound and efficient fiscal management. DOR has close to 2000 employees in offices around the state.

“Administration & Finance (A&F) state agencies such as DOR have been using Encore toner for over a year now. The user community and ANF IT staff have been pleased with the performance of Encore toner and the service provided by Encore.”

- Brian Scalzillo, Manager of Hardware, ANF IT Support



A partial list of printers and corresponding remanufactured toner cartridges used at DOR:

Printer Equipment	Remanufactured Toner
HP-P2035/P2055	A-HP05A/RE
HP-L14250/4350	A-HP42X/RE
HP-P2015/M2727	A-HP53A/RE
HP-4015/4515	A-HP64X/RE
HP4700	A-HP47C/RE, 47K, 47M, 47Y

Tips

- Work with your vendor to test cartridges and ensure they will provide guarantees for their products.
- Establish relationship with your IT department for information gathering, technical support and troubleshooting.
- If a cartridge doesn't work, simply contact your vendor for a replacement.

The Benefits of Using Remanufactured

- **Savings:**
 - Remanufactured toner cartridges cost, on average, 30-60% less than OEM's.
 - DOR receives from \$2 - \$7 for each spent cartridge sent back to Encore Images where it is re-manufactured and utilized locally.
- **Comply with EO 515 and ITD/OSD Cartridge Policy:** DOR is purchasing a recycled product and reusing the spent cartridges thus diverting tons of plastics and other materials from the waste stream; 1,155 pounds in 2012.
- **3rd Party Certified:** Toner cartridges on OFF32 are required to be 3rd party certified to ensure high quality performance. Verify what 3d party certifications are in place. Many of the performance and quality issues have been overcome.

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